



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla
CHAIR

Timothy L. Lapointe
Krista Wenzel

Robert F. Holz
Annette Dunn

Steven Olson
Rob Sand

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission Grimes State Office Building, 1st Floor 400 East 14th Street, Des Moines, IA 50319 Meeting Minutes March 18, 2021

FINAL

To ensure the most efficient use of State resources, the March 18, 2021, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. The current public health recommendation is to minimize public gatherings. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

Roll Call:

Commissioners Present

Barb Kniff McCulla, Chair
Bob Holz, Member
Steven Olson, Member
Timothy Lapointe, Member
Krista Wenzel, Member
Drew Stensland Representing Rob Sand, Ex-Officio Member

Commissioners Absent

Matt Behrens, Representing Annette Dunn, Ex-Officio Member

Iowa Communications Network Staff via Zoom

Randy Goddard, Executive Director
Deb Evans, Chief Financial Officer
Mark Johnson, Chief Administrative Officer
Scott Pappan, Chief Technology Officer
Mike Cruise, Finance Bureau Manager
Ryan Mulhall, Network Services Bureau Manager
Mike Lauer, ICN Sales Engineer
Mark Dayton, ICN Sales Engineer
Andy Ryan, ICN Sr. Telecommunications Engineer
Dave Augspurger, ICN Sr. Telecommunications Engineer
Brian Clayton, Purchasing Agent III
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees via Zoom

Scott Golberg, Fiber Network Services (FNS)
Rob Smith, Fiber Network Services (FNS)
Ray Warner, Aureon
Sean Corey, Lumen (phone)
Alan Nagel, Attorney General (phone)

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Call to Order:

Chair Kniff McCulla called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.

Approval of the February 18, 2021 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the February 18, 2021 meeting minutes. Commissioner Olson moved to approve the minutes. Commissioner Wenzel seconded the motion. The motion passed unanimously.

Old Business:

None

New Business:

Agency Updates

Finance Update – Mike Cruise

February FY 2021 Budget-to-Actual Report

Monthly Revenues and Expenses

The month of February resulted in an operating margin of \$306,426 or 12.2%. This is \$366,072 favorable to the budget of -\$59,646. We returned to favorability to budget this month with the revenue budget numbers returning more towards the average for the year. Revenue for the month was \$8,600 favorable to budget. Most revenues for the month followed the trends for the year with a few exceptions. MVS was down about 7% with the yearly amount being 12% below budget. There was a slight drop in traditional voice with an 80,000-minute decrease in usage from last month. Inmate calling continues to outperform budget by over 65%. Outside Plant (OSP) revenue was back down for the month with no new billings for cost recovery or new projects posted in February.

Direct expenses are favorable to budget by \$112,153. In much of the direct expenses we are remaining close to the current year trends with just a few exceptions. Overall expense for usage in long distance dropped a little as mentioned in the revenues. Timing of posting for OSP projects reflects favorable in expenses.

Total allocated expenses were \$262,518 favorable to budget including positive favorability in operating expenses, general & administrative expenses and equipment expenditures.

Year-to-Date (YTD) Revenues and Expenses:

Through February the YTD operating margin is \$89,801 or 0.42%, which is \$1,063,000 favorable to the budgeted amount. Gross margin is favorable by \$705,488.

Comparison to February FY 2020:

The operating margin for FY 2021 is \$202,000 favorable to February FY 2020. The decreases in both direct and indirect expenses were the primary reasons.

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Year-to-Date Comparison to FY 2020:

The operating margin is \$977,000 favorable to FY 2020. The gross margin remains strong at \$691,000 favorable and overall allocated expenses are favorable by \$285,000.

WorkSmart/Workday

There were no slides to distribute from the February meeting. The primary topic was communicating the readiness for progress on timeline for implementation. ICN is on schedule. Training the trainer has begun. This is the HR piece of WorkDay. ICN will now have only two contributor network trainers for the HCM and one individual will be a change champion which is more an internal role for expertise on the module within ICN.

COMMENTS

None

Contracting Update – Mike Cruise

No new major contracting activity to report this month.

COMMENTS

None

Business Services Update – Mike Lauer

Healthcare Update

- IRHTP Equipment Refresh Project
 - Conversions have resumed, scheduling due to pandemic slowed progress.
 - Anticipating a June 2021 completion.
- Keokuk area hospital transfer of ownership to Blessing Health Systems. ICN will provide point-to-point and Internet connections.
- Marshalltown Hospital is transferring their operation to their south campus, and will be selling their downtown building. ICN has some equipment and relocation needs to address.
- Horne Memorial Physicians Clinic in Holstein added a new 20 Mb Ethernet connection.

Government Update

- Iowa Department of Human Services' (DHS) LightEdge Data Center Project: there is no change and we are in a holding pattern.
- OCIO move to LightEdge Data Center Project: there is no change. OCIO is in a holding pattern.
- Iowa Department of Transportation (DOT): ICN is helping engineer and install fiber on the Ames campus (90% of the buildings). Goal is to have as much completed by June 30, 2021. Signed a five-year contract.
- Iowa Department of Revenue: request pricing for Ethernet circuit to Colorado Data Center.
- Structured Cabling Orders: State Library and Iowa Department of Education.
- Provided Iowa Lottery estimate to build fiber to a potential warehouse in Ankeny.

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- Independence Mental Health Hospital signed on with our MVS service: approximately 250 seats.

Public Safety Update

- 911 Landline Migration Project: completed 92 PSAP's with 21 remaining.
- DPS: Increase Terrace Hill Ethernet circuit to 100 Mb and new Franklin County Ethernet circuit for Land Mobile Radio system (LMR).
- Iowa National Guard: new 200 Mb Ethernet circuit contract for JFHQ to Boone Armory.
- Judicial Data Center project: Data Center responses sent to Judicial for review.

Education

- FY 2021 E-rate 470 Bid Request closed on February 25. Recorded a Qty of 1,852: 700 bids included Category 1 service (data and Internet connections), 952 included Category 2 services (hardware devices). 471 form window closes March 25.
- Burlington CSD signed a new 10 Gig Internet, 5-year contract. This is a win back from Mediacom.
- Eastern Iowa CC: Internet Renewal and Ethernet Bandwidth increases to 5 locations.
- DMACC: Increase Internet to 5 Gig with 5-year contract.
- University of Iowa's RFP – Asked ICN six additional questions for more details.

Conferences / Outreach

- Ryan Mulhall participated at the Ohio Data Connectors Virtual Cybersecurity Summit on February 18. Ryan also provided a security presentation for Next Generation (NG) 9-1-1 services for the State of Iowa on March 16.
- ICN's FirstNet press release was released locally and nationally on March 15. We have heard a lot of positive responses. FirstNet asked ICN to present on the services to its FirstNet superuser group.
- SYBAC's guest for March was ICN's Scott Pappan. Six SYBAC students completed their Fortinet level 1 cybersecurity certificate.
- Internet2's Community Anchor Program distributed information regarding a K12 Cybersecurity Leadership Symposium scheduled for March 10. ICN distributed the information to our K-12 customers.
- ICN launched a new Education monthly email indicating Internet2's free content resources available for K-12 educators.

COMMENTS

Chair Kniff McCulla – Great updates.

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

100Gb Network Core Upgrade

- Approximately 70% of the equipment installs are completed, migration of circuits continues on an on-going basis.
- Preparing for Internet service swing from Dallas to Chicago. Still required is installing Gigamon equipment in Bettendorf, which allows us to copy traffic and utilize for other solutions such as our DDoS mitigation.

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- Contracting continues to work on identifying a provider in Chicago.

Network Update

- For our disaster recovery project, our Veeam platform has been installed, and we received bids back for additional storage in Tiffin. We will soon begin to install that storage which will allow us to complete this effort for disaster recovery.
- We did complete the InfoBox platform upgrade to provide DNS service for our customers and to manage and track our IP address.

Future Projects and Planning

- Whitebox testing is ongoing. The goal of this effort is to be able to provide network services to customers without installing multiple pieces of hardware. ICN received bids back for Lanner equipment, which will be the hardware utilized. Those bids are being evaluated.
- ICN is testing different routing software VNF's. If the testing goes well and we are able to achieve desired throughput, this solution might be able to be used for our aggregation sites.
- We continue discussions and testing with multiple firewall vendors, as the first network services targeted are router and firewall. We will be releasing an ITB for different vendors in that space and hopefully have a decision by the end of April. Target date to have that replaced is the end of December 2021.
- ICN has an active job posting for a Firewall Administrator that was extended until April 4.
- ICN received five grants from the Iowa Department of Homeland Security and Emergency Management. All the projects will be starting shortly, due to short timeframes. The five projects include: Lucas building power upgrade (for ICN's lab environment and state firewall service), security cameras and access controls at our three main core sites, adding an additional disaster recovery site, path management software for internal systems, and performing an external vulnerability scan.

COMMENTS

None

Network Engineering Update – Andy Ryan

ATM Decommissioning

- In 2016, ICN started with 424 DS3s and 14 CBXs.
- Currently there are approximately 407 DS3's that have been retired. We have 17 DS3s that are pending disconnect. Four CBXs were removed, seven are pending disconnect, with three CBXs remaining.
- Teleco System Boxes (TMC3312): We have 43 closed and installed with 4 completed during the last month. Seven sites are pending to be installed.
- This will ultimately lead to the sunset of our ATM platform by July 1.

Customer Relocations: There are a lot of customers that will be moving within the next year. Marshalltown Hospital will be moving with the local community college. We are also working with Ames High School, which will be moving and is a Part II site. Indianola High School (Part II site) will be moving. In the coming year, Sac City and Sioux Center Northwest AEA (Part II sites that support our backbone) will also be moving.

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E-Rate: Our engineering group continues to work the E-rate orders that come through for the schools and libraries.

COMMENTS

Chair Kniff McCulla – With those moves, is ICN able to perform all the work or is a contractor helping out?

Andy Ryan – A lot of it deals with the customer (i.e. schools) and then ICN's Outside Plant does a lot of the fiber work.

Scott Pappan – It is a private-public partnership, where we are using local businesses. Some businesses are per our contracting and others is contracting with the schools. We fill in the gaps with ICN.

Network Outside Plant Update – Dave Augspurger

Outside Plant (OSP)

Added 27 projects in February. The average over the last 10 years is 19 projects. Average per month in FY 2021 to date is 26 projects. We are projecting out for over 311 (previous high is 270 in FY20). We have 270 projects to date in FY 2021.

We had 11 estimates in February, and at least one of them resulted in a new build in Rockwell City between the middle school and elementary school.

Fiber and Network Outages

There was one fiber issue this month. A contractor was prepping for a splice window and they took the Network down. ICN moved forward with a permanent restoration. Minimal impact, but still unpleasant.

Administration & Facilities Updates

Facilities and TAC Update – Mark Johnson

TAC (Technical Assistance Center) Update

Projects completed:

- Installation of cabling and a wireless access point for the Auditor of State in the Lucas Building.
- Re-cabling for the State Library, Ola Babcock Miller Building, related to their MVS service.
- Relocating telecommunications cabling and equipment from an existing telecommunications room to a newly established telecommunications room for the Milestones Area Agency on Aging in Ottumwa.

Projects currently underway:

- Preliminary wiring at the Newton Correctional Facility in order to migrate them to the MVS Platform (tentatively scheduled to take place in mid-April).

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- Department of Education in the Grimes Building: recabling to accommodate cube and office reconfiguration project on the second and third floor.
- State Library of Iowa in the Capitol Building: We are currently surveying existing wiring and equipment associated with their MVS service and need for recabling.

Facilities Update:

Projects currently underway:

- We are at the beginning of the process to replace JFHQ HVAC system, which is nearing end of life. This will be a significant long-term project that we are beginning to plan for and could take up to 2 years to complete. This project will be managed by the Guard. The cost will be shared by several agencies located in the area including OCIO, ICN, and others.
- Hawkeye Community College (Waterloo): Installing a new fire suppression system. The majority of the system will use water, but a vapor system is being installed in the electrical space where we have our equipment, which is a benefit for ICN.
- Given the approach of spring and warmer weather, we have other locations around the State that we will be evaluating in terms of their HVAC status.

Legislative Update – Mark Johnson

We are at the end of the 10th week of session. During this week, the rules provide that for the most part, Senate considers only Senate bills and House considers only House bills.

ICN billing services proposal was passed by the House and the next action will take place in the Senate (HF 805/SF523).

Other bills of interest moving forward:

- Governor's broadband bill – HF 796/SF 390
- Cloud computing procurement preferences – HF 651/SF 539

ICN's Executive Director Randy Goddard will be introduced to the Senate on March 22 to start the confirmation process.

We continue our legislative outreach and most recently met with the Democratic leader in the House earlier this week. We have also met with the Governor's Chief Operating Officer (COO) and the new Department of Management Director.

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

Meeting Date: March 1, 2021.

Attendance: Commissioner Holz, Chair Kniff McCulla, and Mark Johnson.

Topics Covered:

- Rod Wisecup's last day of March 5.

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- Open positions ICN will be moving forward to fill.

Customer and Services Committee – Mike Lauer

Meeting Date: March 10, 2021.

Attendance: Commissioner Olson, Commissioner Lapointe, Business Services staff, and Ryan Mulhall.

Topics Covered:

- ICN's authorized user requests. None.
- New customers.
- Services: No new services.
- New Waiver requests: No new requests.
- Sales outreach as presented today.
- Customer complaints and network outages.

Finance Committee – Mike Cruise

Meeting Date: March 15, 2021.

Attendance: Commissioner Wenzel, Commissioner Holz, Brian Clayton, and Mike Cruise.

Topics Covered:

- Introducing the addition to the monthly meetings of Brian Clayton, the lead worker from Contracting. He will provide updates on some of the more encompassing detailed activity in contracting.
- Review of February FY 2021 financials as presented today.
- Presented a quick overview of the FY 2022 spring budget timeline.

Operations Committee – Scott Pappan

Meeting Date: March 11, 2021.

Attendance: Chair Kniff McCulla, Commissioner Wenzel, Scott Pappan, and Ryan Mulhall.

Topics Covered:

- Security at the edge for Whitebox.

Patriot Award: Employer Support of the Guard and Reserve – Randy Goddard

On February 18, Scott Pappan was presented the Patriotic Employer award by the Iowa Committee of Employer Support of the Guard and Reserve. He was nominated by his Citizen Warrior employee, LTC Andrew Ryan. ICN signed a document to continue our support for our military members.

- Randy Goddard said it is a privilege to have Andy Ryan work for the ICN. He has completed many deployments overseas. ICN supports you and thanks you for your service.
- Commissioners and guests thanked Andy Ryan for his service, and congratulated Scott Pappan and the ICN.

Public Comment:

None



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Adjournment:

The ITTC meeting adjourned at 11:16 AM.

ATTESTED TO:

Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission